

August 10, 1988

To: Richard Merritt  
Prodigy Services Company  
445 Hamilton Ave.  
White Plains, N.Y. 10601

(14)

From: George Lilly  
Software Tools Corp.  
1 W. 85th Street  
New York, N.Y. 10024

Re: Testing of Prodigy Service

The Prodigy service was tested for 125 hours. The problems found varied in both severity and cause. Some of the bugs were in the application itself, and some were caused by the interaction with our hardware. The most serious problems were those that kept us from being able to use Prodigy, and those that caused the system to crash. These are listed under 'Software/Hardware Compatibility' and 'System Crashes' in Table II (Error by Type).

In order to test throughout the entire service all the jumpwords were accessed. Items were ordered from a variety of vendors, and mail was sent and allowed to accumulate. The size of STAGE.DAT was checked periodically throughout, and it did not change. ~~~~~

Attached are two tables showing the errors which were discovered. Table I lists the errors by category. In most cases, this is the jumpword. Table II lists the errors by type. The error types listed are: Software/Hardware Compatibility, System Crashes, Logic Errors, Navigation Errors, Text Errors, and Validation Errors. Errors which did not fit into any of these categories are listed under User Comments.

Memorandum MK4  
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